

**WHAT IS CLAIMED IS:**

1. A system for providing remote control and operation of a wireless communication device, the system comprising:
  - a remote control access point configured to initiate a data call to a wireless communication device over a wireless communication network;
  - a wireless communication device having a data storage area and a plurality of remote control programs, the wireless communication device configured to establish a data call with a remote control access point over a wireless communication network;
  - wherein an authentication program is one of the plurality of remote control programs, the authentication program configured to validate a remote control request received via an established data call from the remote control access point.
2. The system of claim 1, wherein the remote control access point is a customer service workstation integral to the wireless communication network.
3. The system of claim 1, wherein the remote control access point is communicatively coupled with the wireless communication network via the Internet.
4. The system of claim 1, wherein the remote control access point is a wireless communication device.
5. The system of claim 1, wherein the wireless communication device is communicatively coupled with a camera device and wherein a camera control program is one of the plurality of remote control programs, the camera control program configured to provide remote control of the camera device.

6. A method for a remote control access point to gain remote control of a wireless communication device, the method comprising:
  - receiving a data call request from a remote control access point via a wireless communication network;
  - establishing a data call with the remote control access point;
  - receiving authentication information from the remote control access point;
  - validating the authentication information; and
  - providing the remote control access point with access to a plurality of remote control programs.
7. The method of claim 6, further comprising:
  - executing a first remote control program to establish an audio link with the remote control access point; and
  - executing a second remote control program to establish a video link with the remote control access point, wherein the audio link and video link in combination establish a video conference between the wireless communication device and the remote control access point.
8. The method of claim 6, wherein the wireless communication device is communicatively coupled with a camera device, further comprising executing a first remote control program to instruct the camera with to capture an image.
9. The method of claim 8, further comprising executing a second remote control program to send the captured image to a remote location.
10. The method of claim 6, wherein the remote control access point is a customer service workstation integral to the wireless communication network.
11. The method of claim 6, wherein the remote control access point is communicatively coupled with the wireless communication network via the internet.

12. The method of claim 6, wherein the remote control access point is a wireless communication device.
13. A computer readable medium having stored thereon one or more sequences of instructions for causing one or more microprocessors to perform the steps for a remote control access point to gain remote control of a wireless communication device, the steps comprising:
  - receiving a data call request from a remote control access point via a wireless communication network;
  - establishing a data call with the remote control access point;
  - receiving authentication information from the remote control access point;
  - validating the authentication information; and
  - providing the remote control access point with access to a plurality of remote control programs.
14. The computer readable medium of claim 13, further comprising:
  - executing a first remote control program to establish an audio link with the remote control access point; and
  - executing a second remote control program to establish a video link with the remote control access point, wherein the audio link and video link in combination establish a video conference between the wireless communication device and the remote control access point.

15. A remote control enabled wireless communication device capable of establishing a data call over a wireless communication network comprising:
  - a data storage area configured to store authentication information and executable programs;
  - a plurality of executable remote control programs housed in the data storage area;
  - a microprocessor communicatively coupled with the data storage area and configured to execute the plurality of executable remote control programs; and
  - an authentication program stored in the data storage area and executable by the microprocessor, the authentication program configured to validate a remote control request.
16. A wireless communication device including a microprocessor, a persistent storage area, a volatile storage area, and a communication means, the wireless communication device configured to validate and accept a remotely initiated data call with a remote control access point, the wireless communication device further including an execution area configured to run a plurality of remote control programs available to the remote control access point.